



# CITY OF HOUSTON

## Job Posting

**Applications accepted from:**

All Persons Interested

**Job Classification**

9-1-1 TELECOMMUNICATOR

**Posting Number**

PN# 105817

**Department**

HOUSTON EMERGENCY CENTER

**Division**

9-1-1 Emergency Network

**Section**

N/A

**Reporting Location**

5320 North Shepherd

**Workdays & Hours**

Rotating Shifts & Off Days\*

\*Subject to change

**DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS**

Responds to citizens' requests for emergency services by determining the type of problem and transferring the 9-1-1 telephone calls to the appropriate agencies.

- Answers 9-1-1 emergency telephone calls from citizens or agencies for Police, Fire and Emergency Medical Services in a timely manner. Determines the nature and priority of the emergency and assists callers in a professional and efficient manner.
- Operates various electronic telephone equipment, i.e., Plant Vesta and Meridian Telephone Systems. Uses equipment to receive and transfer incoming calls, to replay calls for clarification and to process hearing impaired calls using a TDD device.
- Enters essential call and location information into Window's NT Computer System and various applications of the Plant Vesta System to view and retrieve information efficiently.
- Recognizes critical situations and alerts supervisor on complicated and unusual situations.
- Physically locates 9-1-1 telephone calls and identifies vehicles' locations using the geographic display (MapStar).
- Refers calls to City departments other than Police and Fire and outside governmental, social or community agencies.
- May be required to be "on call" during emergency situations.

**WORKING CONDITIONS**

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

**MINIMUM EDUCATIONAL REQUIREMENTS**

Requires a high school diploma or a GED.

**MINIMUM EXPERIENCE REQUIREMENTS**

One (1) year of experience in a high volume telephone or customer service environment or a high stress environment is required.

**MINIMUM LICENSE REQUIREMENTS**

Must provide certification of successful completion of or complete within one (1) year of employment a telecommunications-training program in compliance with the Texas Commission on Law Enforcement Officers Standards and Education (TCLEOSE) guidelines.

**PREFERENCES**

Preference will be given to those applicants with experience in an environment similar to Public safety (e.g., Police, Ambulance or Fire) and bilingual skills are preferred.

**SELECTION/SKILLS TESTS REQUIRED**

Must be able to pass a City-administered PC keyboard test proficiency of 20 wpm. Applicant also must pass hearing test.

**SAFETY IMPACT POSITION**

☒ Yes    No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

**SALARY INFORMATION**

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range - Pay Grade 14  
\$861.00 - \$1,159.00 Biweekly    \$22,386.00 - \$30,134.00 Annually

**OPENING DATE**

July 20, 2005

**CLOSING DATE**

Open Until Filled

**APPLICATION PROCEDURES**

Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1<sup>ST</sup> Level. **Successful candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**  
Our TDD phone number is (713) 837-9496.

An equal opportunity employer